MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 SESSION (TERM ID: 2210)

BAD3014 SYSTEMS ANALYSIS AND DESIGN

15 FEBRUARY 2023
9.00AM to 11.00PM
(2 hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 1 page excluding cover page.
2. Answer **ALL** questions. The marks for each question are given in the question paper.
3. Please write your answers for all the questions in the answer booklet.

Answer ALL questions.

Question 1

a. Describe what system development life cycle (SDLC) is and provide THREE (3) reasons why it is important to use systems analysis and design methodologies when building a system. Is it possible to just build the systems in any way that is "quick and easy"?
(15 marks)

b. Compare any TWO (2) factors between the agile methodologies and the traditional methodologies. Indicate why agile methodologies are suitable based on these factors.
(10 marks)

(Total: 25 marks)

Question 2

Justin Parker, the head of the Human Capital Management Unit in a coffeehouse chain in Washington, observed problems with the way trainings were applied and reported to their employees. The current manual processes no longer adequately support the processing and tracking of training records. Justin seeks your help to develop a system that corrects these training unit problems. You are about to initiate this project by performing SIX (6) activities to assess the size, scope and complexity of the project. Describe all the SIX (6) activities that you will perform when initiating this project.

(Total: 25 marks)

Question 3

In order to reduce customer churn, a telco company decided to use artificial intelligence (AI) to determine which customers were most likely to leave. There is a need to develop a system with the AI's predictions, the customers can be offered promotions enticing them to stay.

a. Illustrate a Project Charter for this project. (12 marks)
b. Illustrate a System Service Request for this project. (13 marks)

(Total: 25 marks)

Question 4

Depict a use case diagram with the customer, cashier, bank, and manager as the actors for an online banking system.

(Total: 25 marks)

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